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Form 1449 (Modified) **Information Disclosure Statement By Applicant** (Use Several Sheets if Necessary)	Attorney Docket No: ADAPP227 Applicant: Edward MOSELEY Filing Date: February 28, 2002	U.S. 10/086,270 Group: 2161

U.S. Patent Documents

Examiner Initial	No.	Patent No.	Date	Patentee	Class	Sub-class	Filing Date
M E.	A	6,356,632	3/2002	Foster, et al.	379	265.04	
	B	6,347,139	2/2002	Fisher, et al.	379	265.12	
	C	6,272,216	8/2001	Vaios	379	265.01	
	D	6,100,891	8/2000	Thorne	345	854	
	E	6,163,607	12/2000	Bogart, et al.	379	266.01	
M E	F	6,064,730	5/2000	Ginsberg	379	265.09	
	G						
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	Q						
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Foreign Patent or Published Foreign Patent Application

Examiner Initial	No.	Document No.	Publication Date	Country or Patent Office	Class	Sub-class	Translation Yes	No
	S							

Other Documents

Examiner Initial	No.	Author, Title, Date, Place (e.g. Journal) of Publication
M E	T	SAP online brochure, "mySAP™ CRM Service", 2001 by SAP AG. - 7 pages
M E	U	USPTO Database Search, "TTL/call AND TTL/center in 1996-2002" - 3 pages
	V	

Examiner Md - Sharfiul Alam Elahu	Date Considered 01/23/06

Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.